

KC BizCare – Business Customer Service Center

DATE: July 2, 2013

TO: Richard Usher, Assistant City Manager for Small Business & Entrepreneurship

FROM: John Pajor, KC BizCare

SUBJECT: Monthly Report – May 2013

There are two things we must do on a regular basis to serve our customers. First, we need to get out of the office and go to the places where entrepreneurs are likely to gather. Second, we need to connect the people we meet back to resources in city government.

We had many opportunities to work on these critical tasks during May. Early in the month, we received an invitation to give a presentation about our services to a group of ministers and community activists that meet weekly to promote social advocacy and economic development on the east side of Kansas City. The members of this group, known as the Urban Summit, frequently interact with people who are thinking about starting their own businesses. During the presentation we distributed our resource guide and encouraged their constituents to contact us if they had questions about local regulations and resources.

The following week we coordinated a predevelopment meeting for a member of Kansas City's Start-up Village. This entrepreneur is working on a project that involves the acquisition of real estate and we introduced her to staff in the City Planning and Development Department who can assist her with zoning and permitting questions. Later that week we helped arrange a meeting between members of a local nonprofit organization and a manager in the Regulated Industries Division to work out the details of a fundraising event.

On May 13, we met with a group of vocational rehabilitation counselors from the State of Missouri. They frequently have clients who need information about starting businesses in Kansas City. We have received several referrals from the group of counselors since that meeting.

During the quarterly resource partner event sponsored by KCSourcelink on May 21, we met an International Trade Specialist from the U.S. Department of Commerce. This contact proved to be very helpful to an individual who called our office looking for assistance with exporting products.

The National Native American Chamber sponsored a forum on small business development on May 23rd. Our attendance was extremely informative, particularly in helping us understand the benefits that small and minority owned companies receive from working with SBA government contracting specialists.

On May 28, staff from the State of Missouri's Division of Childcare Regulation visited our office so we could share information about the rules that pertain to home-based childcare providers.

We wrapped up the month by attending a strategic planning session on Economic Development sponsored by the Clay County Economic Development Council.

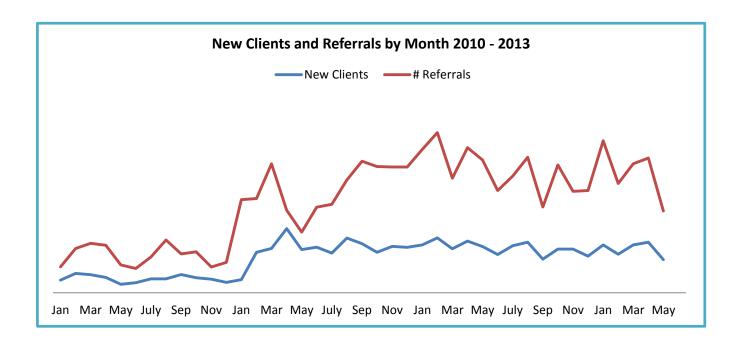
And we conclude our report by wishing the new owners of The Corner Restaurant great success and thanks for reviving this popular gathering place in Westport!

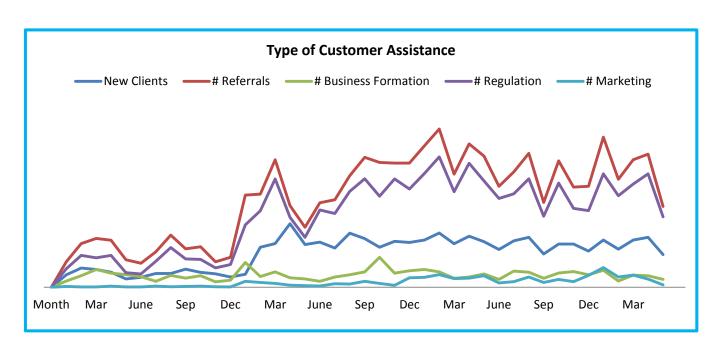


Networking Contacts	May 2013
Entity	Date
City Planning - Demolition Lien Waiver Committee	5/2/2013
Urban Summit	5/3/2013
Missouri Office of Adult Learning	5/13/2013
U.S. House of Representatives	5/13/2013
Kauffman Foundation - 1 Million Cups	5/15/2013
KCSourceLink	5/21/2013
Justine Petersen Micro Loan Program	5/22/2013
Hispanic Chamber of Commerce of Greater KC	5/23/2013
State of MO Division of Child Care Services	5/28/2013
Kauffman Foundation - 1 Million Cups	5/29/2013
Economic Development Corporation of Kansas City	y 5/29/2013

Month	New Clients	First Time in Business	%	Home-based Business	%
August	200	22	11.0%	77	38.5%
September	180	56	31.1%	56	31.1%
October	148	40	27.0%	47	31.8%
November	170	45	26.5%	45	26.5%
December	166	48	28.9%	41	24.7%
January	175	59	33.7%	55	31.4%
February	201	86	42.8%	72	35.8%
March	161	72	44.7%	61	37.9%
April	189	87	46.0%	70	37.0%
May	169	81	47.9%	62	36.7%
June	140	62	44.3%	55	39.3%
July	172	70	40.7%	50	29.1%
August	185	69	37.3%	54	29.2%
September	123	56	45.5%	39	31.7%
October	160	65	40.6%	52	32.5%
November	160	45	28.1%	41	25.6%
December	134	52	38.8%	31	23.1%
January	175	79	45.1%	65	37.1%
February	141	72	51.1%	48	34.0%
March	175	62	35.4%	65	37.1%
April	185	76	41.1%	65	35.1%
May	121	54	44.6%	43	35.5%
•	3630	1358	37.4%	1194	32.9%

Referrals to City, State, Federal Departments & Resource Part	ners - April 2013	# of
Entity	Type of Referral	Referrals
City Departments		
Finance - Earnings Tax	Regulatory	1
Finance - Business Licensing	Regulatory	79
General Services - Procurement	Business Formation	1
Health - Food Protection	Regulatory	1
Neighborhood & Community Services - Regulated Industries	Regulatory	2
Neighborhood & Community Services - Rental Registration	Regulatory	1
Planning & Development - Building Codes	Regulatory	2
Planning & Development - Demolition Lien Waiver Committee	Regulatory	1
Planning & Development - Development Management	Regulatory	3
Planning & Development - Home-based Business, IB # 117	Regulatory	43
Planning & Development - Permits Division	Regulatory	7
Planning & Development - Zoning Clearance	Regulatory	88
State Departments		
Missouri Dept of Revenue	Regulatory	6
Missouri Secretary of State	Regulatory	14
Federal Departments & Agencies		
IRS Small Business & Taxpayer Information	Regulatory	10
US Copyright Office	Business Formation	3
US Department of Commerce	Business Formation	1
Resource Partners		
Artist Inc KC	Business Formation	1
City of Liberty - Business Licensing	Regulatory	1
City of North Kansas City - Business Licensing	Regulatory	1
City of Platte City - Business Licensing	Regulatory	1
Economic Development Corporation of Kansas City	Business Formation	2
Entrepreneurial Legal Services Clinic - UMKC	Business Formation	8
Farm to Table Kitchen - City Market	Business Formation	1
Greater Kansas City Chamber - World Trade Center	Business Formation/Marketing	1
Hispanic Chamber of Commerce of Greater Kansas City	Business Formation/Marketing	1
Hispanic Economic Development Corporation	Business Formation	1
Internet Webpage	Business Formation	4
Justine Petersen Micro-lending Program	Business Formation	3
KCSourceLink	Business Formation/Marketing	4
Landlords Inc	Business Formation/Marketing	1
Rockhurst University Prosperity Center	Business Formation	1
SCORE of Kansas City	Business Formation	1
Thinking Bigger Guide	Business Formation/Marketing	2
UMKC Small Business & Technology Development Center	Business Formation	2
Total Referrals:		299





Active Clients June 2009 - Dec 2010	471	542	608	664	695	732	783	850	905	955	993	1041
Month of 2010	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Number of referrals	95	162	181	174	102	89	131	193	142	150	94	111
Number assisted with business formation	23	43	66	52	47	39	22	44	34	43	20	26
Number assisted with regulatory/licensing	69	118	109	118	54	49	96	147	105	103	72	84
Number assisted with marketing	3	1	1	4	1	1	4	2	3	4	2	1
% of walk-ins assisted within 10 minutes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of emails/voicemails within 4 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of clients follow-up within 3 weeks	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number of networking events	9	9	3	8	6	5	5	5	6	7	7	4
Average satisfaction rate YTD	10	10	10	10	10	10	10	10	10	10	10	10

Active Clients Jan 2011 - Dec 2011	1189	1351	1586	1744	1871	2022	2117	2317	2497	2645	2815	2981
Month of 2011	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Number of referrals	341	345	472	302	222	313	324	413	481	462	460	460
Number assisted with business formation	92	40	57	35	31	22	38	46	57	111	52	61
Number assisted with regulatory/licensing	231	283	401	259	185	286	273	355	402	290	401	364
Number assisted with marketing	22	18	14	8	6	5	13	12	22	14	7	35
% of walk-ins assisted within 10 minutes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of emails/voicemails within 4 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of clients follow-up within 3 weeks	N/A	100%	100%									
Number of networking events	7	4	9	2	6	7	9	13	9	10	13	10
Average satisfaction rate YTD	10	10	10	10	10	10	10	10	10	10	10	10

Active Clients Jan 2012 - Dec 2012	3156	3357	3518	3707	3876	4016	4188	4370	4493	4653	4813	4947
Month of 2012	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of referrals	524	586	419	531	486	374	427	496	314	468	371	374
Number assisted with business formation	66	57	33	38	49	29	60	56	33	53	58	46
Number assisted with regulatory/licensing	421	483	354	459	394	329	346	402	263	386	292	284
Number assisted with marketing	37	47	32	34	43	16	21	38	18	29	21	44
% of walk-ins assisted within 10 minutes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of emails/voicemails within 4 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number of networking events	4	20	18	8	11	16	7	11	7	8	14	7

Active Clients Jan 2013 - Dec 2013	5122	5263	5438	5623	5744
Month of 2013	Jan	Feb	Mar	Apr	May
Number of referrals	556	400	472	493	299
Number assisted with business formation	63	23	45	43	29
Number assisted with regulatory/licensing	420	339	382	420	261
Number assisted with marketing	73	38	45	30	9
% of walk-ins assisted within 10 minutes	100%	100%	100%	100%	100%
% of emails/voicemails within 4 hours	100%	100%	100%	100%	100%
Number of networking events	10	10	7	17	11